



# ENFORCEMENT REPRESENTATIVE I CONTRACTORS STATE LICENSE BOARD (NON-PEACE OFFICER)



## CONTINUOUS OPEN NON-PROMOTIONAL EXAMINATION FOR DEPARTMENT OF CONSUMER AFFAIRS

[www.dca.ca.gov](http://www.dca.ca.gov)

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the objective of the State of California to achieve a drug-free state workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

WHO MAY APPLY	Applicants who meet the minimum qualifications stated in this announcement and who have not taken the examination in the last 12 months may apply for this examination.
HOW TO APPLY	Please submit a <b>State Application (STD. 678)</b> to the address indicated below. <b>DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CALHR).</b> The State Application is available by clicking on the following link:  <a href="#">State Application (STD. 678)</a>
WHERE TO APPLY	<b>MAIL OR HAND DELIVER TO:</b> Department of Consumer Affairs Office of Human Resources Attn: Selection Services (S. Shea) 1625 North Market Blvd., Suite N-321 Sacramento, CA 95834
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the State Application (STD. 678). The Selection Services & Recruitment Unit will contact you to make special testing arrangements.
CONTINUOUS FILING	Applications are accepted on a continuous basis. Examinations are scheduled as needs warrant.
SALARY RANGE	\$4,300.00 - \$5,863.00 per month.  *Salary reflects the increase effective 7/1/2017.  The salaries used in the bulletin may not reflect all pay raises or any additional bonuses. You should verify the salary level(s) with the department personnel office before making any commitments.
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application to the address above. Your signature on your State Application (STD. 678) indicates that you have read, understood, and possess the basic qualifications required.  <b>NOTE:</b> All State Applications (STD. 678) must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. State Application (STD. 678) received without this information will be rejected. Resumes will not be accepted in lieu of a completed State Application (STD. 678).
POSITION DESCRIPTION	Incumbents investigate complaints, prepare responses, and recommend appropriate action; contact and interview consumers, licensees, and suspected non-licensees; review applications for licensure; resolve complaints between consumers and licensees; coordinate industry expert inspections to ensure compliance with the provisions of the law; provide instructions and information to consumers, licensees, and government agencies.

**POSITION  
INFORMATION**

Positions exist statewide. State Applications (STD. 678) will not be accepted on a promotional basis.

**MINIMUM  
QUALIFICATIONS**

**Either I**

**Experience:** One year of experience in the Contractors State License Board performing duties equivalent in level of responsibility to a Consumer Services Representative.

**Or II**

**Education:** Equivalent to graduation from college preferably with a major in law enforcement, public or business administration, or a related field. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Qualifying experience may be substituted for the required education on a year-for-year basis.)

**Or III**

**Experience:** (1) Completion of two years of trade school in construction; or (2) Four years of experience at the journeyman level in one or a combination of:

- 1.) Building construction trades. or
- 2.) Independent field investigation work.

**EXAMINATION  
INFORMATION**

**Written Examination – Weighted 100%**

This examination will consist of a written examination and is the sole component of the Enforcement Representative I examination. To obtain a position on the eligible list, a minimum score of 70% must be received.

Test dates and locations are determined as conditions and needs warrant. When dates are determined all accepted applicants will receive notification of their written test time and place at least two (2) weeks prior to their scheduled date.

**EXAMINATION  
SCOPE**

**Knowledge of:**

1. Review techniques including planning and organizing.
2. General principles and concepts used in project review, writing, and analysis.
3. Administrative and criminal investigation.
4. Contractor's laws and regulations.
5. Mediation techniques.
6. Modern office methods and equipment.
7. Terminology and procedures used in the construction industry.

**Ability to:**

1. Independently gather, compile, analyze, and interpret data.
2. Prepare complete correspondence and reports in a clear and concise manner.
3. Communicate effectively.
4. Willingness to learn and use various computer software.
5. Reason logically and creatively and use a variety of analytical techniques.
6. Learn the tools and skills used in the field of investigation as well as the terminology and procedures used in the construction industry.
7. Consult and advise interested parties on cases or related materials.
8. Gain and maintain the confidence and cooperation of law enforcement officials and others.

**SPECIAL  
PERSONAL  
REQUIREMENTS**

Demonstrated ability to act independently with flexibility and tact; willingness to work odd and irregular hours; and good memory for names, faces, and incidents.

Some positions: Willingness to travel.

**FINGERPRINTING**

Applicants will be fingerprinted for the purpose of obtaining a criminal record check.

**ELIGIBLE LIST  
INFORMATION**

A departmental open eligible list will be established for the Department of Consumer Affairs. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**VETERANS  
PREFERENCE  
POINTS**

Veteran's preference credit will be added to the final score of those competitors who are successful in this examination and who qualify for and have requested these points through California Department of Human Resources (CalHR). Veterans who have achieved permanent civil service status are not eligible to receive veterans' preference credit.

**CAREER CREDITS**

Career Credits will be added to the final score for candidates passing the written examination and meeting the criteria.

**QUESTIONS**

If you have any questions concerning this announcement, please contact S. Shea at the Department of Consumer Affairs, Selection Services and Recruitment Unit, 1625 North Market Blvd., Suite N-321, Sacramento, CA 95834, (916) 574-8352.

TDD is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.

From TDD Phones: 1-800-735-2929

From Voice Phones: 1-800-735-2922

## GENERAL INFORMATION

**The Department of Consumer Affairs** reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned, change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**It is the candidate's responsibility** to contact the Department of Consumer Affairs, Selection Services and Recruitment Unit, at (916) 574-8370 three weeks after the final file date if he/she has not received a progress notice.

**Examination Locations:** Test locations are determined by the number of candidates and are limited or extended as conditions warrant.

**Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov), local offices of the Employment Development Department and the Department of Consumer Affairs.

**If you meet the requirements** stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be rated and scored according to pre-determined rating criteria. All candidates who pass will be ranked according to their scores.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

**Employment Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

**Veterans' Preference:** Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

**High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

**Career Credits:** In Open, Non-Promotional examinations, Career Credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful, in the examination.